



The Living Well journey



1

Introduction

Person is introduced (referred) to the service by GP, other primary care worker or via one of the other open pathways (varies by locality).

2

Triage

The introduction is reviewed by multi-agency team of health, adult social care and voluntary sector partners. If Living Well is not appropriate for the person, the team will signpost to a more suitable service.

3

Welcome Call

A member of the team calls the person to check details, explain Living Well and plan next steps, such as discussing best times to talk going forward. Up to three call attempts will be made; if no response, the team will write to the person asking them to get in touch.

4

Initial Conversation

A longer chat between the allocated worker and the person. The aim is to explore the person's needs and goals. We will also go through an initial ReQOL and Goal-Based Outcomes questionnaire to help the team and the person track progress.

5

Huddle

Worker discusses Initial Conversation with the multi-agency team. Together they explore options and best ways to help the person. The options will then be discussed with the person. If Living Well is not appropriate for the person at this time, the team will signpost to a more suitable service.

ReQOL

The Recovering Quality of Life (ReQoL) and Goal-Based Outcomes questionnaires help colleagues and the people they are supporting to understand how they feel. They help guide the support they are given. They are completed at the beginning, partway through and at the end of the support to measure and reflect on the impact the support has made.

6

Support Planning

A member of the Living Well team discusses support options with the person and together they set goals and decide on a plan. This will also include Outcome Measures that we use with the person to track their support.

7

Reviewing Support

Throughout the process, the team meets at huddles to monitor progress and if any changes are needed. This is also discussed with the person who completes a mid-point ReQOL and Goal-Based Outcomes questionnaire. These Outcome Measures help the team determine if support is effective and, if not, the key worker and person discuss what changes could be made.

8

Preparing to Move Forwards

Towards the end of the support, the team member and person discuss the future, eg how they will use strategies learned to help keep them well, and how they can continue to find support within their community.

9

Moving Forwards

A Moving Forwards meeting is held to reflect on the progress made and identify any next steps from support. Person completes a final ReQOL and Goal-Based Outcomes questionnaire to support this discussion (and inform onward service development). The person will be advised they can come back for help and may reintroduce themselves into the service at any time within the next two years.